



**Griffin Technical College
Learning Resources Department
Policies and Procedures Manual**

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Table of Contents

LIBRARY SERVICES DEPARTMENT	7
MISSION STATEMENT	7
GOALS	8
ROLE AND SCOPE OF THE DEPARTMENT	8
VALUES	9
LIBRARY BILL OF RIGHTS	9
AMERICAN LIBRARY ASSOCIATION CODE OF ETHICS	10
ADMINISTRATION	11
ADMINISTRATION	11
ADMINISTRATIVE CALENDAR	11
DAILY	11
WEEKLY	11
MONTHLY	11
QUARTERLY	11
ANNUALLY	12
EMERGENCY PROCEDURES	12
HOUSEKEEPING AND MAINTENANCE	12
LEARNING RESOURCES EVALUATION PROCESS	13
PROCEDURES	13
ASSESSMENT/EVALUATION TOOLS	13
COMPUTER LAB USER LOG	13
CIRCULATION STATISTICS	14
COLLECTION STATISTICS	14
PATRON UTILIZATION/SERVICES FACILITIES	14
COLLECTION DEVELOPMENT POLICY	14
COLLECTION DEVELOPMENT POLICY GUIDELINES	16
PROCEDURES	17
CRITERIA FOR SELECTION	17
SPECIAL FORMAT STATEMENTS	18
COLLECTION DEVELOPMENT GUIDELINES FOR NEW PROGRAMS	19
GUIDELINES SPECIFIC TO THE WEEDING PROCESS	20
HANDLING CHALLENGED MATERIALS	20
CENSORSHIP	20
COLLECTION DEVELOPMENT TOOLS	20
BOOKS	20
AUDIOVISUALS	21
PROCEDURES FOR INVOLVING FACULTY AND ADMINISTRATION IN COLLECTION	21
DEVELOPMENT	21
GUIDELINES SPECIFIC TO SUBJECT FIELDS AND INSTRUCTIONAL NEEDS	22

ACQUISITIONS PROCEDURES	23
BOOKS FOR LIBRARY	23
AUDIOVISUAL MATERIALS	23
AUDIOVISUAL EQUIPMENT	23
PERIODICALS	23
ACQUISITION OUTLINE	24
INVOLVEMENT OF FACULTY AND ADMINISTRATION IN SELECTION/COLLECTION DEVELOPMENT	24
PRELIMINARY ACTIVITIES	24
REQUEST TO PURCHASE AND BOOKKEEPING PROCEDURES	24
RECEIVING PROCEDURES	25
GIFTS	25
REFERENCE SERVICES	25
<hr/>	
REFERENCE PROCEDURES	26
GOALS	26
USERS	26
BASIC SERVICES	26
REFERENCE BASIC GUIDELINES	27
GUIDELINES FOR INTERNET COMPUTER SEARCHES	28
PRINTED BIBLIOGRAPHIES	28
BIBLIOGRAPHIC INSTRUCTION	28
ORIENTATION PHILOSOPHY	29
ORIENTATION OUTLINE	30
GUIDELINES FOR SCHEDULING AND PRESENTING ORIENTATION	31
NEW FACULTY ORIENTATION	32
LIBRARY ASSIGNMENT GUIDELINES	32
FACULTY COMMUNICATIONS	33
NOTICES TO FACULTY	33
ASSISTING PATRONS WITH PACKAGED SOFTWARE	33
ADDITION OF SERVICES	33
CIRCULATION GUIDELINES	33
<hr/>	
DESK SERVICES POLICY	34
DESK DECORUM	34
DESK OPERATIONS	34
PUBLIC SERVICE GUIDELINES	35
HANDLING QUESTIONS AND REQUESTS	35
REFERRALS	35
REQUESTS FOR SERVICES	36
ASSISTING PATRONS WITH EQUIPMENT	36
HANDLING COMPLAINTS AND PROBLEMS	36
ANSWERING QUESTIONS BY PHONE	36
LIBRARY COPIER ASSISTANCE	36
GUESTS	37
CIRCULATION PROCEDURES	37
CIRCULATING CATALOGED RESOURCES	37

LIVE CIRCULATION	37
OFF-LINE PREPARATION	38
FACULTY PROCEDURES	38
CIRCULATION	38
NON-CIRCULATION MATERIALS	38
PERIODICALS	38
RENEWALS	38
RESERVES	39
STUDENT PROCEDURES	39
CIRCULATION OF MATERIALS	39
NON-CIRCULATION MATERIALS	39
RENEWALS	39
RESERVE	40
OVERDUE MATERIALS AND FEES	40
LOST BOOKS OR MATERIALS	40
INTERLIBRARY LOAN	40
CONDUCT	40
CHECKING IN RESOURCES	41
MAINTAINING PERIODICALS	41
OVERDUE NOTICES TO STUDENTS	41
WEEKLY	41
OVERDUE NOTICES TO FACULTY	41
END OF QUARTER	42
OVERDUE NOTICES TO PATRONS CATEGORIZED AS OTHER	42

GRIFFIN TECHNICAL COLLEGE LIBRARY INTERLIBRARY LOAN POLICY 42

GOLD POLICY	42
MATERIALS AVAILABLE FOR INTERLIBRARY LOAN	43
MATERIALS NOT AVAILABLE FOR INTERLIBRARY LOAN	43
CHARGES	43
A. BOOKS	43
B. PERIODICAL ARTICLES	44
DURATION	44
PROCEDURES	44
PAYMENT FOR ITEMS	44
VIOLATIONS	44
RESPONSIBILITIES OF GRIFFIN TECHNICAL COLLEGE LIBRARY AS A BORROWING LIBRARY	45
CIRCULATION OF LAPTOP COMPUTERS	46
CHECK OUT PROCEDURES	46
LAPTOP SOFTWARE	46
OPENING PROCEDURES	46
CLOSING PROCEDURES	47
FINES, FEES, CHARGES, AND ACCOUNTABILITY	47
POLICY GUIDELINES	47
POLICY – RETURN OF OVERDUE MATERIALS; FINE DUE	47
BANNER	48
POLICY-OUTSTANDING LIBRARY FINES	48
POLICY-LOST OR DAMAGED MATERIALS	48
PROCEDURES	48

COLLECTING FINES	49
PAYMENT	49
CHECKS	49
REMITTANCE	49
CLEAR HOLD	50
REFUNDS FOR FOUND BOOKS/MATERIALS	50
DELINQUENT FACULTY CIRCULATION RECORDS	50

TECHNICAL SERVICES **50**

ACQUISITION OF LEARNING RESOURCES	51
GUIDELINES	51
1. BOOKS	51
2. AUDIOVISUAL MATERIALS	51
3. AUDIOVISUAL EQUIPMENT	51
4. PERIODICALS	51
PROCEDURES	51
PREPARATION OF ORDERS	52
PROCEDURES FOR PURCHASE AND BUDGET WORKSHEET	52
CHECKING IN NEW MATERIALS	52
ACCEPTING GIFTS	52
CATALOGING GUIDELINES	53
PROCESSING BOOKS	53
PROCESSING AV SOFTWARE	54
VERTICAL FILES	54
POLICIES	54
CRITERIA FOR SELECTION	55
GENERAL CRITERIA FOR EVALUATING/WEEEDING VERTICAL FILES	55
DISCARDING MATERIALS	56
CIRCULATION OF EQUIPMENT	56
GUIDELINES	56
PROCEDURES	57
INVENTORYING EQUIPMENT	58
DISCARDING EQUIPMENT	58

INSTRUCTIONAL SUPPORT SERVICES/MEDIA CENTER **59**

PHILOSOPHY	59
PRODUCTION GUIDELINES	59
INSTRUCTIONAL DEVELOPMENT—AUDIOVISUAL SERVICES	60
GUIDELINES FOR REPAIR OF AUDIOVISUAL EQUIPMENT	60
COPYING	60
COPIER MAINTENANCE	60
COPIER SUPPLIES	61
TONER	61
STAPLES	61
REQUEST FOR PRINTING (SAMPLE INCLUDED)	61
MASTER COPIES BOOK	61
PAPER SUPPLY AND ORDERING	62

REGULAR PUBLICATIONS/TASKS	63
WEEKLY CALENDAR AND ANNOUNCEMENTS	63
TELEPHONE LIST OR DIRECTORY (SAMPLES INCLUDED)	64
STAFF AND FACULTY MAIL BOXES	64
GTC LETTERHEADS AND ENVELOPES (SAMPLES INCLUDED)	64
GTC SHIPPING LABELS (SAMPLE INCLUDED)	64
FORMS (SAMPLES INCLUDED)	65
UPS	65
SUPPLIES	65
COPYING OF VHS AND CASSETTE TAPES	66
KEYS	67
COPY CARD SYSTEM AND TOTALS	67
COPY CARD TOTALS (Samples Included)	67
BUDGET	68
MONTHLY PURCHASE LOG AND BANK STATEMENT (Sample Included)	68
RUNNING BUDGET (Sample Included)	68
PHONE	69
EVALUATIONS	69
SCANTRON DIRECTIONS	72
TO PRINT EVALUATIONS	72
TO SCAN EVALUATIONS	72

Library Services Department

The principal purpose of the Griffin Technical College Library is to ensure that all students and faculty have access to the primary and secondary materials needed to support Griffin Tech's purpose and programs. The Library strives to provide educational services that enhance the ability of students to develop academically.

The Director of Learning Resources has responsibility for all library and media services. The Library Services Department uses planning and evaluation to determine the adequacy of the reference collection, periodicals and services offered. Collections and services are evaluated quarterly to ensure continuous update of materials and adequate services. Planning and evaluation is an on-going process within the Department that enables Griffin Technical College to provide quality resource materials and services.

Mission Statement

In keeping with the philosophy of Griffin Technical College, the Learning Resources Department selects the student as the "center of focus." Services are designed to assist faculty and staff in their efforts to provide students with the necessary knowledge and skills to adapt to a variety of positions in a rapidly changing employment environment.

Griffin Tech's Learning Resources Department is the center of instructional support and informational services for the institution. It is the purpose of the library and media center to provide support materials and services promoting the development of academic foundations, employability skills, and technical fundamentals for all training areas. The Library Services Plan acknowledges individual differences in assisting instructors and students in the learning process. The plan does not discriminate on the basis of race, color, national origin, sex, disability condition, academic preparation, or economic disadvantage.

In addition to attention to current curriculum needs, it is imperative to have an ongoing acquisition plan for maintenance and update of materials for programs with rapidly changing technology. Print and non-print audio-visual materials support Griffin Technical College's goal to provide an opportunity for students to develop academic knowledge, skills and attitude necessary for them to secure personally satisfying rewarding and socially useful employment.

Goals

The goals of the Learning Resources Department are to:

- To promote awareness, support, and use of the academic library as a service-oriented information resource and gateway for the benefit of its clients.
- To design, implement, and evaluate a total program or information based learning experiences that reflect the learning objectives of the curricula.
- To provide basic collections and access to supplementary materials in appropriate formats to support current and future programs.
- To ensure that the Learning Resources Department has the appropriate technological infrastructure to provide access to information for students and faculty and the management of library operations.
- To attract, reward, and retain top quality library staff by providing appropriate tools and training to foster team building and a full partnership in the Griffin Technical College mission.
- To provide an appealing, well equipped, and secure library environment that fosters student learning.
- To provide instructional media support and reproduction services for the college faculty and staff.

Role and Scope of the Department

The Learning Resources Department supports its mission through a defined set of activities including but not limited to the following:

- Provide support materials and services promoting the development of academic foundations, employability skills, and technical fundamentals for all training areas.
- Provide access to the primary and secondary materials needed to support Griffin Tech/s purpose and programs.
- Provide educational support services that enhance the ability of the student to develop academically.
- Provide an appropriate orientation for all new students and faculty utilizing the facility.
- Offer staff development courses that train or update research skills of faculty and staff utilizing the library.

Values

The fundamental beliefs of the Learning Resources Department are found in the following values:

- Occupational education is a vital component of the total education of an individual.
- Learning is a lifelong process and should meet the ever-changing needs of individuals.
- The highest quality materials and services will be offered in the library.
- Resource and reference materials enhance the quality of education at Griffin Technical College.
- Programs and services should focus on students' needs and assist them in meeting their personal educational goals.

Library Bill of Rights

The Learning Resources Department follows the American Library Association Library Bill of Rights whenever appropriate and in keeping with Griffin Technical College policy.

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

- I. Books and other library resources should be provide for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgement of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

- VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948.

Amended February 2, 1961, and January 23, 1980, inclusion of "age" reaffirmed January 23, 1996, by the ALA Council.

American Library Association Code of Ethics

The Learning Resources Department follows the American Library Association Code of Ethics.

- I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable access; and accurate, unbiased, and courteous responses to all requests.
- II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
- IV. We recognize and respect intellectual property rights.
- V. We treat co-workers and other colleagues with respect, fairness and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
- VI. We do not advance private interest at the expense of library users, colleagues, or our employing institutions.
- VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representations of the aims of our institutions or the provision of access to their information resources.
- VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

Administration

Administrative Calendar

Daily

- Opening Procedures
- Supervision and maintenance of all operations
- Preparation for scheduled events
- Compilation of job tasks
- School wide communications
- Mail collection and sorting
- Log recording
- Computer management system data backups
- Closing procedures

Weekly

- Overdue notices to students
- Meeting with instructional staff (faculty meetings)
- Standing Committee Assignments
- Fine and copier money to business office

Monthly

- Department Meeting
- Enter holds list in Banner
- Deletion of discarded materials from catalog

Quarterly

- Scheduling of orientations
- New materials listing to faculty
- End of quarter faculty overdue notices
- Selection of circulation close-out date
- Quarterly overdue letters to delinquent patrons and follow-up calls/letters
- Compilation of data for quarterly report
- Quarterly report
- Updated equipment inventory printout

Annually

- Development of budget requests
- Faculty and student survey of library and media services
- Updated bibliography distribution: professional bibliography for teacher center
- May 1: cutoff date for orders to book jobber
- Annual periodical order in August
- Evaluation of library and media services staff
- Printing of library brochures, stationery, etc.
- Revision of faculty handbook
- Revision of periodicals listing
- Updating of 5 year plan
- Shelf list inventory
- Compilation of data for annual report
- Annual Report
- Update of departmental inventories of equipment, software and books
- Annual Employee Evaluation

Emergency Procedures

Library and media service staff members follow standard emergency procedures as prescribed by the institution in the Griffin Technical College Employee Handbook. It is the responsibility of each staff member to become familiar with emergency procedures and to implement such procedures if circumstances require.

A safety manual for quick reference to emergency procedures is kept beside the telephone on the desk of the librarian. A copy is also kept behind the circulation desk. This manual is for the use of all staff members. Every staff member should be familiar with the contents of this folder and know its location.

In addition, a first aid kit is kept in the library and a first aid kit is kept in the media production work area.

Housekeeping and Maintenance

1. General housekeeping is the responsibility of all staff members.
2. Desktops should remain uncluttered and each area of the facility should be kept neat and orderly.

3. Shelves should be read as books are re-shelved, and while shelving books should be pulled out to the edge, straightened and kept neatly aligned.
4. Whenever on the floor, staff should make an effort to place chairs under tables, remove stray material from tables and carrels, straighten materials out of place and remove paper from the floor.
5. If a custodian needs to be contacted or if a work order seems necessary, the librarian should be contacted.
6. All staff members fill out supplies needed forms when a scarcity is noted.
7. Lost and found items are placed in the designated area.
8. Equipment should be stored in designated closets and cabinets.
9. The production area should be straightened and supplies placed in labeled cabinets.

Learning Resources Evaluation Process

Procedures

A variety of assessment and evaluation tools are used to gather data relevant to the library. Data collected using these instruments is compiled and reviewed throughout the year. Components of the library review include the collection, circulation, patron utilization, services, and facility and equipment needs. The Academic Affairs Team reviews all data.

Assessment/Evaluation Tools

An electronic door counter records the daily numbers of visitors to the library. Statistics are evaluated in conjunction with lab and circulation statistics to determine utilization patterns. Results are also used in conjunction with other assessment tools to determine effectiveness and relevance. Quarterly totals and utilization patterns are reviewed with the Academic Affairs Team.

Computer Lab User Log

Utilization statistics are compiled monthly and a quarterly summary sheet is completed. Summaries are primarily used for determining the number of students and faculty using the facility and to determine which software programs are being utilized. The number of GALILEO keyword searches is reviewed quarterly.

Circulation Statistics

Circulation statistics are done quarterly/yearly (by item type, occupation type, class/patron type). Circulation reports are used to review the materials most frequently used, and quarterly circulation patterns. These reports are used in conjunction with collection and patron data to provide information relative to the three areas.

Collection Statistics

A review of the collection should reflect the strengths and weaknesses in the holdings. The evaluation tools are used to determine which type of materials are being used, number of items in subject areas (% of collection), materials being requested, user group patterns, the need for additional materials to support curricular areas and other related subjects. Tools used to evaluate the collection include: Collection breakdown by Item/Collection Prefix, Breakdown by Classification, User Evaluation, Faculty Survey, Activity summary by Item Prefix, Activity by Class and Patron Type, Item List by Prefix, Computer usage Log.

Patron Utilization/Services Facilities

A review of all evaluation tool results provides data for the patron utilization summaries, services offered and services needed and facilities. These results are reviewed quarterly to ensure that quality and services are being provided, and additional services are added (when needed and if budget allows). Library staff members closely monitor daily activities. The librarian addresses changes in patterns, services or needs as quickly as possible.

Collection Development Policy

Because of its unique location the library must serve certain needs of both the general college community and the residents of the outlying communities. The collection, therefore, must meet the needs of a diverse clientele, but its development should occur according to this priority of general principles:

1. The collection should maintain and perpetuate excellence in teaching. Consequently, the library will need strong collections in subject areas that the College deems essential to its programs of instruction.
2. Research interests will be supported where they relate directly to classroom instruction. This principle recognizes that good teaching depends upon active scholarship; but distinguishes this important need from the more specialized faculty research interests.

3. The recreational and general reading interests of the community, including students, faculty, and their families, will be supported at a modest level.
4. The outlying community will be served by making the library's collection available to the public.

The responsibility for the selection of materials for the library's collection lies with all members of Griffin Technical College's faculty, librarians, staff, and students. Every effort will be made to accommodate requests that conform to stated policy. The Director of Learning Resources acts as the coordinator for all collection development at the Library. The Director is supported by the library staff in selection and acquisition of materials.

The library staff actively seeks out the advice of all constituencies in the college community, but puts special emphasis on the input of teaching faculty. The teaching faculty is asked to review the current collection, suggest new books, media, and journal subscriptions, and keep the professional library staff informed of changes in their resources needs.

In accordance with guidelines from the Association of College and Research Libraries and the American Library Association, the Library collection will provide for the free exchange of all ideas. The collection will be available to all patrons of the library, and should offer the widest possible range of viewpoints; regardless of the popularity of these viewpoints, or of the sex, religion, political philosophy, or national origin of their authors.

The library will, as a top priority, purchase materials in direct support of the college's educational programs. As new programs become more definitive, the library will evaluate holdings to insure they are adequately supported. Faculty teaching needs will be met whenever possible, given the long-term appropriateness to the college, relative price, and anticipated use of these materials. Book reviews will be sought before ordering materials of questionable value or high cost.

Some types of library materials and service will not be available through the library. IN the case where services or materials are not available, patrons will be directed to the appropriated resource. Persons with disabilities who need special material will b well served through interlibrary loan facilities.

After a request has been made by faculty, staff or students and submitted to the Director of Learning Resources, the selection shall be reviewed and an order will be placed for the materials, or the request will be placed in a hold file or such time when it will be considered for purchase. Therefore, in an effort to develop and maintain a collection if informational resources adequate in quality and quantity for the varied learning needs of the college, the following Library Collection Development policy and guidelines have been adopted.

Collection Development Policy Guidelines

1. The Director of Learning Resources is responsible for coordinating the selection of materials, equipment, and supplies which support the educational program of the school. The director is also responsible for coordinating and communicating the guidelines and procedures to each department.
2. The library staff will utilize the expertise of the teaching faculty in the acquisition of reference/resource materials and will guide the process for the elimination of specified holding and collections.
3. Each academic department is responsible for reviewing current holdings, recommending elimination of outdated materials, and identifying areas in which new materials should be acquired.
4. Input from individual faculty, students, business and industry representatives in the service area will be used by the library staff in making selections of materials to be included in the library's holdings.
5. Input from quarterly and yearly evaluation of library services, patron utilization and circulation patterns will be used by the library staff in making selections of materials to be included in the library's holdings.
6. Standard bibliographic selection tools or recommended lists will be used when determining basic core holdings, reviewing recommended lists will be used when determining basic core holdings, reviewing recommended material and conducting searches of literature.
7. The Director of Learning Resources has the final authority on the selection of materials in all subject areas. Appropriate recommendations of the teaching faculty will be implemented as resources allow.

Procedures

1. Each academic department will appoint one or more faculty members to review current holdings. Each member of the teaching faculty is encouraged to review the collection.
2. The appointed person will schedule a time in fall quarter to visit the library to review the collection in that department's area.
3. The discipline representative will identify items that should be removed due to age, currency, relevancy, or condition.
4. The department representative, with input from department faculty members, will identify area so of the library holdings that should be strengthened by the purchase of new materials.
5. All eliminations and purchases are recommended to the librarian who has final authority in all subject areas.
6. The library staff will notify the appropriate faculty member(s) of all received purchases and will prepare them for distribution.
7. Each spring quarter, the librarian will convene all department representatives to evaluate the process for review, eliminating and purchasing of library holdings and materials.
8. Recommended purchases for the library will be included in the development of the budget for the following year.

Criteria for Selection

1. Materials should adequately support the curricular needs of the school. Selection is based on the objectives of the institution, giving priority to materials needed by students, faculty, and business and industry in the service area.
2. Material should be in keeping with the qualitative standards of Griffin Technical College regarding contents respectability and physical

- characteristics. Content rather than format determines the value of an item.
3. Materials should be suitable to the abilities, needs, and interests of the patrons.
 4. Materials should support the position of cultural, political, ethnic, religious, or social groups. Controversial books that inform the reader about a particular sect may be part of the collection, but it should not hurt, misrepresent, or in any way be unjustly harmful to any group.
 5. Selection aids should be consulted to assist in collection development. Reviews, recommended lists, standard bibliographic guides, special releases and qualified specialist should be used to expedite the evaluation process.
 6. Materials should keep the collection properly proportioned according to patron need and use. In general, departmental allocations are avoided. Purchases are made based on need and demand as reflected in the evaluation of the collection.
 7. The following items are generally not purchased due to budget limitations: workbooks except ones used as reference sources, consumable materials, teacher's guides or manuals to text, multiple copies except where demand requires.
 8. Gift materials will be evaluated by the same criteria as purchased materials. Gifts must be appropriate to the educational program.
 9. The Library abides by copyright laws in acquisition of materials as required by Griffin Technical College and federal law.
 10. The Library endorses the Library Bill of Rights and the principles of the document are considered an integral part of the collection development guidelines.

Special Format Statements

The collection will include all forms of print and non-print materials that fit the learning needs of students and the instructional needs of faculty and staff. The following media types are supported:

1. Newspapers – Newspapers will be added to the collection if they significantly supplement the quality or quantity of local, national, or international news available in those standard newspapers already available. If major changes occur in the quality of intent of those newspapers which have traditionally been part of the collection, they may be re-evaluated and/or discontinued.
2. Slides, filmstrips, films – The library will not acquire, under present policy and guidelines, slides, filmstrips, or reel-type films.
3. Videotapes and DVDs – The library houses these collections for viewing by students and faculty and for circulation. They shall be purchased according to needs.
4. Sound recordings – The library will acquire and maintain a reasonable collection of sound recordings in compact disc format.
- 5.

Collection Development Guidelines for New Programs

1. Review the curriculum of the new program, projected enrollment, student population and any other data relevant to the curriculum.
2. Review existing collection to determine reference materials appropriate to the program. Develop a primary list of materials applicable to the program.
3. Review the literature and related collection development tools. Cross reference existing collection. Develop a list of possible resources for the core collection.
4. Research and review databases relevant to the curriculum.
5. Interview instructional staff at Griffin Technical College. Survey librarian and instructional staff at other colleges or institutes with existing programs if possible, to provide qualitative analysis of existing collections.
6. Assess materials using collection development guidelines and curriculum needs. Prepare a list of basic reference materials including print, databases, periodicals, and audiovisual materials recommended for the core collection. Include pricing and availability.
7. Prepare and submit recommendations to the administration for approval.

Guidelines Specific to the Weeding Process

1. Periodic weeding is a vital part of collection development to insure that the collection continues to meet the criteria of the guidelines. Worn and out-of-date materials are removed and replaced as needed.
2. The following criteria are considered in making decisions related to collection weeding: poor physical condition, obsolete information, replacement by new edition, lack of value to collection, excess duplicate copies of seldom used titles, adequacy of similar information, lack of use, lack of space, serials duplicated by online sources.
3. Faculty members examine collections in their subject areas on a regular basis to determine which titles are no longer useful or which are out-of-date, worn or superseded.
4. Weeding is not used to bias the collection in favor of any viewpoint.
5. Materials withdrawn are replaced if available and if the materials still meet the criteria for collection development.

Handling Challenged Materials

Censorship

1. Griffin Technical College responds to a request to challenge materials with procedures established by the Academic Affairs Team.
2. The principles of the Library Bill of Rights are upheld at all times.

Collection Development Tools

Standard Collection development tools such as those listed will be used by the staff in making selections:

Books

Books for College Libraries 3rd Edition
Booklist Reviews
Books for Secondary School Libraries, 6th Edition
College and Research Libraries
Choice Reviews

Encyclopedia buying Guide
Guide to Reference Books
Library Journal
Materials for Occupational Education
RQ
Recommended reference Books for Small and Medium Sized Libraries and
Media Centers
Science Books and Films
Science and Engineering Literature
Local History Collections in Libraries
Reference Sources for Small and Medium Sized Libraries
Topical reference Books
Subject Collections
Bibliography of American Fiction
Subject Guide to Books in Print

Audiovisuals

Booklist Reviews
Core Media Collection for Secondary Schools, 2nd Edition
The Vocational Technical Core Collections, Volume 2 Films and Videos
Video Source Book

Periodicals:

Magazines for Libraries
MLA Directory of Periodicals

In addition, bibliographies and references contained in the state Department of Education curriculum guides will also be consulted when selecting media for the Library collection. Professional periodicals, which review materials in each field, as well as personal examination of materials, will also be used as aids to selection.

Procedures for Involving Faculty and Administration in Collection Development

1. Library staff members routinely scan professional journals and standard reviewing sources for reviews of materials relevant to the curriculum.
2. Copies of relevant reviews are routed to individual faculty and/or administrators for their input regarding potential value to the library collection.

3. Faculty members and administrators are encouraged to submit requests at any time. A “want” file is maintained.
4. When a specific subject area requires development, faculty members who teach in the particular subject area print a bibliography of library resources for evaluation of holdings.
5. Informal contacts between library staff members and faculty members are vital components of collection development. Faculty members are encouraged to discuss needs related to student assignments, reference queries, etc.
6. New faculty members are contacted by the librarian for orientation and are encouraged to evaluate resources for their subject and to submit specific requests.

Guidelines Specific to Subject Fields and Instructional Needs

1. The selection of materials is a cooperative procedure involving faculty, administrators, students, and library services staff. Selection is based heavily on the faculty’s specialized knowledge in subject areas. Department chairpersons assess the current collection, survey departmental needs, and present requests for materials to the library staff. The library staff encourages selection input from all faculty and students. The library accepts formal requests for specific titles or informal requests for new materials on various subjects.
2. The acquisition of a well-rounded two-year college level collection will be emphasized in support of the associate degree programs now established at Griffin Technical College. For this reason, faculty and students will be encouraged to identify materials needed to support the associate degree programs. The library staff will focus on the acquisition of new materials in the areas of humanities, arts, and sciences, and social sciences as well as additional technical standards for the reference collection.
3. Duplicate copies of titles will be acquired only if there is a very high demand for the title.
4. The Director of Learning Resources receives all requests for materials and checks the current collection and the on-order files so that quality collections will be maintained and duplication will be prevented.

Acquisitions Procedures

All learning resource material including books, periodicals, audiovisual software, and audiovisual equipment are requested, purchased and inventoried through the library regardless of their eventual location on campus.

Books for Library

Instructors are asked to assist in the ongoing process of keeping adequate materials in the library. Instructors are encouraged to request needed items at any time. A “want” file is kept and items will be ordered on a priority basis as funds are available. Books are housed in the library and are available for circulation to students and faculty.

Audiovisual Materials

A budget for learning resources is provided on an annual basis. The librarian works closely with department heads in setting priorities and determining materials for actual purchase. These materials are ordered, cataloged or inventoried, and circulated through the library. Course specific audiovisual materials may also be purchased utilizing teaching supplies. These materials should be inventoried and cataloged by the library. they may be housed in the department or circulated through the library.

Audiovisual Equipment

As needs are identified, the librarian will assist in the selection of new audiovisual units. When funding is available through the regular budget process, the equipment is ordered, inventoried, and circulated through the media center.

Periodicals

Periodicals are ordered or renewed on an annual basis. New periodicals are only added once a year when the bulk order is prepared. All periodical subscriptions are ordered and received by the library for inventory purposes.

Acquisition Outline

The purpose of the outline is to facilitate the acquisition and maintenance of a well-balanced materials collection that adequately supports the curricular needs of the school as well as the general education and leisure reading needs of library patrons in order to meet institutional objectives.

Acquisitions rely heavily on the guidelines for selection and collection development. The library staff will utilize the expertise of the teaching faculty in the acquisition of references and materials and the elimination of specified holdings or collections. Appropriate recommendations of the teaching faculty will be implemented as resources allow. The Director of Learning resources has the final authority on the selection of materials in all subject areas.

Involvement of Faculty and Administration in Selection/Collection Development

1. Scan professional journals and route materials to faculty/administration for input.
2. Interview/discuss curricular needs with teaching faculty.
3. Review curriculum standards as needed.

Preliminary Activities

1. Receive books requests, AV materials requests, and periodical requests.
2. Verify requests. ISBN, title in Books in Print.
3. Identify out-of-print materials and suggest alternate titles.
4. Enter titles in database for consideration.

Request to Purchase and Bookkeeping Procedures

1. Print out list of titles for consideration.
2. Mark titles to be ordered. Print out order.
3. Complete request to purchase. Include FEI number and complete address.
4. Submit request to Vice President of Educational Services for approval.
5. Upon approval, enter issue date, vendor, number, and amount on budget ledger or FAX or phone credit card orders.
6. File approved purchase orders in "Purchase Orders Pending" and credit card orders in "card orders."

7. Deduct amount from current balance on budget ledger.
8. Upon receipt of order, check items against packing slip and P.O. receiving copy. Note any discrepancies.
9. If order is complete, sign receiving copy, attach packing slip and/or invoice and submit to business office.
10. If partial order, enter date received beside item received on receiving copy. Note any discrepancies on purchase receiving copy (back order, cancel). Copy the receiving copy, sign and date copy, attach packing slip and submit to the business office for partial payment. Turn receiving copy in to the business office.
11. Enter adjustment from monthly report on budget ledger. Enter report number and actual change.
12. Page total balance should be entered on the last line of the page.
13. Purchasing card also may be used for book and video acquisition.

Receiving Procedures

1. Unpack boxes, checking packing slips and invoices.
2. Return shipments in error.
3. Claim missing items.
4. Give invoices to Director of Learning Resources.
5. Place in workroom for cataloging.
6. Assign barcode numbers and process books or materials.
7. Assign barcode numbers and process books or materials.
8. Properly mark all items (targets, identification labels, spine labels, card, etc.)

Gifts

1. Secure gifts.
2. Evaluate gifts. Select those appropriate for the collection
3. Check gifts against holdings.
4. Write receipts for gift items.
5. Process items.

Reference Services

“The best reference service combines mediated searching, formal and informal instruction in information seeking skills (using hard copy sources, non-print media, and automated systems), and assistance in the use of reference sources. It includes lessons in analysis and evaluation of the value of the information received and the accuracy or correctness of the method of retrieval.”

Reference Procedures

Goals

The goals for the reference aspect of the Library and Media Services Department are as follows:

1. To provide rapid and thorough access to information needed regardless of format through direct personal service to student, faculty, and community users.
2. To provide instruction that supports the educational goals of the institution through orientation, formal bibliographic instruction, and point-of-use assistance.

Users

Primary users of reference services are the faculty and students of the institution. Other users include employees of the local school system and community members from business and industry.

Basic Services

Reference questions for which assistance is provided fall into the following categories:

1. Instructional Questions

A. How-to-Examples: How to use ____ ? Copier, readers, equipment; Indexes; Computerized Searches.

B. Search-Examples: Lengthy searches; Searches requiring several sources; Literature search; Search involving outside agencies.

2. Informational Questions

A. Directional-Examples: Library services; Reference tool; Physical location; Where is...?

B. Ready Reference-Examples: Address/phone number; Bibliographic information; Single reference tool query; Policies; Do you have...?

The library must evaluate the query posed by the user and determine which type of information the user is seeking. The librarian may need to ask a number of questions to clarify the user's needs. If a search level query is posed, a fairly extensive reference interview may be required.

Bibliographic instruction and library orientation are also basic components of reference services. Point-of-use bibliographic instruction is provided whenever possible so that the user becomes skilled in locating information. Formal bibliographic instruction is provided upon request from any faculty member. Orientation sessions are conducted with class visits at any time.

Reference Basic Guidelines

1. Assistance is provided to all patrons in locating desired information. A librarian must be available in the reference area at all times. This person should present a pleasant attitude and appear eager to assist patrons. At no time, should the person working in the reference area appear too busy to be interrupted by a user.
2. In general, the first patron to request assistance is the first to be served. However, there are cases in which the librarian must use professional judgment to establish priorities. This requires a simple screening to determine the nature of assistance needed. If a patron requires extensive assistance while others are waiting with a simple question, the librarian should answer the simple queries first. The librarian should get a patron started, move on to another patron, and then return to offer further assistance.
3. If the librarian providing reference assistance is also tending the circulation desk, books are generally checked out to a waiting patron before reference service is provided to other patrons. Again, the librarian might get a patron started, and then return to the patrons seeking information and offer further assistance.
4. Users seeking information in person are given priority over users on the telephone. The librarian may need to exercise professional judgment in making exceptions to this when the caller is a faculty member or administrator with an important need.
5. Patrons who call on the telephone with extensive queries are encouraged to come to the library in person.
6. Interlibrary loan requests are granted over the telephone. The Griffin Technical College Library cooperates with all other libraries whenever possible. Griffin Technical College is a member of GOLD and SOLINET.

7. Patrons from outside the institution are given the same quality of service as faculty and students. However, Griffin Technical College students will be given first priority.
8. Reference books that do not fall into a high use category may be circulated to patrons for one day. This decision is left to the professional judgment of the librarian on duty.
9. Problem patrons are reported to the Academic Affairs office.
10. Faculty members must schedule all bibliographic instruction and orientation sessions.

Guidelines for Internet Computer Searches

1. Patrons wishing to use computers for Internet searches must agree to the acceptable use policy. A signed agreement must be on file for patron access. (See appendix)
2. The patron is required to sign in at the circulation desk for all computer use. Currently enrolled Griffin Technical College students have priority access to computers.
3. A one-hour limit will be observed if others are waiting.
4. Violations of the acceptable use policy may result in loss of library privileges including debarment from library premises. Unlawful activities will be dealt with in a serious and appropriate manner.
5. Faculty members must also abide by the acceptable use policy.

Printed Bibliographies

1. Upon request, library services provide faculty and students printed listings of materials pertaining to any cataloged subject heading, author or title.
2. Only at the moment of printing is a bibliography current.
3. The printout of a bibliography by subject may be constructed by entering subject search. Each cite can be printed by pressing PRINT or by saving and printing the entire list.
4. Author bibliographies may be constructed by entering the author's name. Pressing PRINT can print each citation.
5. Title citations may be printed in the same way as an author citation (above).

Bibliographic Instruction

This discussion begins with a clarification of the terms "orientation" and "bibliographic instruction." Orientation give the patron an overview of library and media services and introduces the user to what is available, where it is available

and who manages its availability. The orientation encourages and invites use. Bibliographic instruction is an organized activity that provides the user with skill to acquire and operate information tools, thus enhancing the user's educational experience of personal development. Bibliographic instruction may be established to facilitate subsequent performance, or it may be offered at the point of need of the user.

Development of bibliographic instruction is a primary concern of library personnel for several reasons:

1. Patrons and information should "connect" to support the educational process of the institution.
2. Patrons should be prepared for adjustment to a society in which the information explosion is a dominant force.
3. The patron should receive foundations for lifelong learning and self-development.

Every effort is made to involve the learner in the process of investigation and utilization of the resources and tools specific to each entry point. The library staff rely on their expertise in instructional design and teaching practice to create activities which are meaningful, which are audio visually well supported, and which enhance motivation to pursue knowledge.

Librarianship at Griffin Technical College mandates an instructional leadership role taken by the library staff, but it is the instructor or student who mediates the mode of instruction and the content. It is the instructor who must assume the role of evaluator. The library staff believes in adapting objectives and activities to meet the goals expressed by students, faculty and curriculum. Library services promote its instructional role and encourage its availability to the schedules and request of faculty and patrons.

Orientation Philosophy

The orientation is generally the first connection made with student patrons and sometimes with faculty. Therefore, it is important to emphasize resources, materials, and services that not only develop general skills but which also relate to the curricular objectives and the specific needs of the group or of the individuals. The orientation includes a general information handout and also subject-oriented bibliographies that relate to specific course content if requested by instructors.

Orientation is viewed as an opportunity for library and media services to "put its best foot forward." Thus it is an outreach and promotional activity that encourages patrons to return. Stress is placed on helpful and cheerful attitude and on patron-centered assistance. The patron should be made to feel

comfortable in asking for help with locating information, point-of-use instruction, and use of equipment.

It is often the task of the librarian to illuminate for the group the value of library use. It is the goal of library services at Griffin Technical College to make the orientation as meaningful as possible for these students. The orientation experience can open the door to lifelong education.

Orientation Outline

Distribute handouts and subject bibliographies

- I. Introduction
 - A. Welcome
 1. Staff members
 2. History of Griffin Technical College Library
 - B. Purpose of orientation
 1. Acquaint patrons with services
 - a. Collection
 - b. Reference assistance
 2. Acquaint patrons with facilities
 - a. Floor plan
 - b. Areas: Circulation, reference, audiovisuals, current reading, production, teacher center
 3. Create awareness of priorities
 - a. Collection Development
 - b. Service to patrons
- II. Hours – Use sign to emphasize this
- III. Description of what is available
 - A. Books
 1. Size of collection
 2. Collections: general circulation, reference, and juvenile
 - B. Periodicals
 1. More than 200
 2. General interest and specialized titles
 3. Location and how selected
 - C. Periodical index table
 1. Two indexes
 2. Griffin Technical College Periodical Listing
 - D. Newspapers
 - E. Computer lab and computer software
 1. Encourage use: computer literacy, word processing, programming, self tutoring
 2. GALILEO
 3. WinWay Resume

- F. Audiovisuals and Equipment
 - 1. Video players
 - 2. Production equipment: available for class assignments
- G. Copier
- IV. How to borrow a book
 - A. Automation
 - B. Brochure information
- V. Shelf arrangement
 - A. Library of Congress Classification System
 - B. Shelf guides
 - C. Reference Area
 - D. Children's books/Juvenile
 - E. Professional Collection
- VI. PAC (Public Access Catalog)
 - A. Short demonstration
 - B. Subject listing
 - C. Subject bibliography (example prepared for class)
 - D. Available/not available
- VII. Interlibrary loan available through GOLD
 - A. Policies
 - B. Procedures
- VIII. Bibliographies prepared for class
 - A. Discussion of list of items
 - B. Location of materials
- IX. Conclusion
 - A. Discussion of list of items
 - B. Questions and comments
 - C. Instructor's comments and additions

Guidelines for Scheduling and Presenting Orientation

1. Upon entering a new quarter, library and media services makes immediate communication with faculty for scheduling orientations for new students and retuning students who missed previous orientations.
2. Instructors schedule dates and times, and library services adapts its schedule to the requests.
3. All dates and times are verified in writing.
4. The reference librarian stocks brochures and prepares subject bibliographies for each orientation group.
5. The reference librarian revises the orientation outline as required.
6. If there is a misunderstanding about scheduling and a group appears and if there is no conflict, a general orientation is presented.
7. If a schedule conflict arises, library staff and instructors develop a solution.
8. At no time is a teacher, group or student reprimanded for a misunderstanding or conflict about scheduling.

9. After an orientation is presented it is logged for data collection.

New Faculty Orientation

1. The librarian contacts new faculty members soon after joining the faculty at Griffin Technical College. An appointment is made for an orientation to library services.
2. Each new faculty member is given a packet of information containing a resource list, the brochure of services, and a faculty handbook.
3. New faculty members are asked to evaluate collection holdings related to courses taught and to submit recommendations for collection development.

Library Assignment Guidelines

Instructors must plan for the library to become a vital part of their instruction. This is accomplished through library assignments given to students by instructors. Library assignments are a perfect way to include problem solving and research as a part of the instructional process. Listed below are a few suggestions for your library assignments:

1. Make the assignment very specific. Assigning a report on a general topic reflects poor planning and is unfair to the student who cannot be sure what an instructor really expects. Tell the student exactly what you expect and give detailed instructions. Narrow the topic so that the student is not overwhelmed by a mass of general information.
2. Make the assignment realistic. Don't frustrate students by assigning the same topic to an entire class when resources are limited.
3. Make sure that adequate resources are available, check with the library staff or check the collection your self.
4. Reserve materials if several students need them so that the first student in the library won't deplete the resources. Under a reserve system, the materials are requested at the circulation desk and kept there until the assignment is completed.
5. Make the assignment written. Even the best students forget the specifics of an assignment without a written set of instructions for reference. This also helps the library staff tremendously when they have trouble interpreting a student's explanation of an assignment.
6. Plan ahead with the library staff. Let the library staff know when your students will be in the library and what they will be doing by means of an assignment form. This allows the library staff to make certain that someone will be available for reference assistance and to prepare to give such assistance depending on the topic.

Faculty Communications

Notices to Faculty

Communication with faculty members regarding materials, services, and professional development information is a vital aspect of reference service because faculty members are the key to student utilization of library and media services. Specific forms are used for faculty communications in reference related to three specific types of information:

A listing of new books and videos is routinely distributed to all faculty and staff. In addition, individual faculty members are notified of titles related to their program. New developments in the library are announced in the campus announcement sheet and in the Tech Times.

Information that should be conveyed in this manner might include new books of software notice, journal articles, new equipment, or any specific information.

Assisting Patrons with Packaged Software

1. Library staff members facilitate the use of packaged software but do not “teach” its use.
2. Library staff members should assist patrons in booting software, in locating the needed information in the manual, and in basic computer operations.
3. Library staff members cannot provide extensive private tutorial sessions for packaged software programs. Patrons should be coached, encouraged, and directed to use the manual or other self-help guides available.

Addition of Services

Quarterly and yearly assessment of services will be conducted utilizing the evaluation tools and statistical data relevant to patron utilization of the library.

Additional services requested will be reviewed and a personnel, budget and needs assessment will be conducted. New services will be added according to patron need and availability of funding and personnel.

Circulation Guidelines

Desk Services Policy

The library paraprofessional for library services performs two valuable functions. The first function is to maintain smooth and orderly desk operations. The primary activity of desk maintenance is circulation of materials and equipment via computer, circulation of reserves and audiovisual held at the desk, and checking to keep materials available. Secondary activities of desk maintenance include library management computer operations, word processing, inventorying of library and instructional resources, tracking periodicals and other general housekeeping requirements.

The second function of the library paraprofessional is to foster public relations and to promote library media services. The desk operator presents a cheerful attitude and displays pleasant "desk appeal," in other words, behavior that encourages patrons to use library and media resources. It is important to the program's service oriented mission, the desk operator as well as every other member of the library and media services staff, is a human resource to library users. For all patrons who approach the desk, interaction with personnel should be a positive experience.

Desk Decorum

1. The patron at the desk is promptly assisted.
2. The desk operator is attentive to the patron's needs, is courteous and respectful.
3. The desk operator informs a professional library staff member when leaving the library.
4. Activities on the floor are performed at times when the desk is not busy.
5. No eating, drinking, or gum chewing is allowed at the desk.

Desk Operations

1. General books circulate for two weeks. They may be renewed as often as need if no HOLD notice has been indicated. Videos circulate for two nights.
2. Items may be checked out over quarter breaks if the student presents proof of registration for next quarter.
3. A student in good standing may check out as many as five items.
4. A student coded B status must clear fines or return materials before checking out another item.
5. Periodicals do not circulate.
6. Reference books do not circulate.

7. Faculty members may check out items as long as needed without paying fines. Mid-quarter and end of quarter reminders are distributed to faculty members.
8. All patrons are responsible for the replacement cost of damages and lost materials.
9. Cataloged items are circulated via computer.
10. Equipment circulates to faculty as needed and may be scheduled in advance. An item should never be removed from the library or media center without checking it out.
11. the librarian reserves the right to make the final decision in checking out materials to patrons other than faculty members or students.
12. Supplies are circulated to faculty through the media center as needed and are logged on the consumable supply log. Items such as markers and stencils should be returned immediately after use.

Public Service Guidelines

Handling Questions and Requests

1. Questions of a general nature may be answered by the library paraprofessional. These include such questions as directions, hours, location of certain materials or equipment and circulation procedures.
2. Questions concerning library services guidelines and procedures are answered according to written statements of guidelines and procedures. Refer the patron with such questions to a professional staff member.
3. Inquiry concerning specific titles may be answered by executing a computer search.
4. A subject bibliography may be printed as needed for students or faculty to answer questions about resources.
5. The identification of the patron of a circulated item shall not be made available under any circumstances. Confidentiality of users is always maintained. Refer problems in this area to a professional staff member.

Referrals

1. Questions that require reference assistance should be referred to the professional staff person in charge of reference.
2. Questions concerning the library services program operations should be referred to the librarian.
3. If a professional library staff member is unavailable, the library paraprofessional may answer the reference question, or record the necessary information on a message/reply form. Faculty queries should

always be recorded so that a professional staff member may contact the individual.

Requests for Services

1. Requests for audiovisual assistance, production assistance, or bibliographic instruction may be accepted at the desk. Fill out the appropriate forms and inform the patron that the activity will be confirmed and scheduled by a professional staff person.

Assisting Patrons with Equipment

2. The desk operator helps all patrons at the desk before assisting with equipment on the floor.
3. The desk operator should assist patrons with audiovisual equipment usage.

Handling Complaints and Problems

1. A patron who has a complaint concerning fines, or procedures should politely be referred to the librarian on duty.
2. If a patron indicates that he has returned an overdue item, check the shelf for the item before referring the patron to the librarian.

Answering Questions by Phone

1. Refer calls to an appropriate available professional staff member.
2. If professional library staff is unavailable, record the question on a message/reply form with a number for call back.
3. The desk operator should schedule all requests for equipment without referring the call to a professional staff member.
4. The desk operator should provide general information concerning hours, holding of specific titles, etc.

Library Copier Assistance

1. If a patron loses money in a library copier, money is not refunded. A copy is made on the library office copier. However, a copy may be made for the student at the staff member's discretion.
2. Money is never removed from overdue or lost book money in return for money lost in a copier.

3. If a copier is out of order, a sign so indication is placed on the equipment. The librarian is notified to call for repair.

Guests

1. Community users are welcomed and encouraged.
2. All guests are treated with courtesy and given equal treatment as Griffin Technical College patrons. Griffin Technical College faculty and students, however, are given first priority.
3. reference requests made by community users will be handled over the telephone or in person per reference service guidelines.
4. Circulation privileges are extended to all Griffin Technical College Board of Trustees members and other persons with a close affiliation with the institution.
5. Approval of the librarian is required for circulation privileges to e extended to persons not listed above.

Circulation Procedures

Circulating Cataloged Resources

Circulation should be conducted live at the terminal when possible. at times, however, the terminal will be employed in other applications which make live circulation impossible. The first group of procedures listed below is for live circulation; the second group is for off-line preparation for computer circulation.

Live Circulation

1. Ask patron to present library card. If patron is new, see procedure to enter new patron.
2. Select check-in/check-out on terminal screen.
3. Call up patron record by patron number as listed on the library card. Scan in the barcode number. (If a faculty member does not have his or her card, ask the person for his/her number. If the faculty member does not know his/her number, look it up in the patron listing. Do not detain faculty members who do not bring cards. Expedite circulation anyway as quickly as possible.)
4. Verify that patron is not on exceptions list. If the patron is on the list, explain that materials must be returned before circulation can continue.
5. If the computer says circulation is not allowed check in exceptions codes for reason and inform patron.
6. Check out books or materials by accession number.

7. Place white date due card in pocket.

Off-Line Preparation

1. Ask patron to present library card. If patron is new, see procedure to enter new patron.
2. Fill out check out slip with the library number, date and accession numbers for materials to be checked out.
3. Verify that patron is not on hold list.
4. Place date-due slip in pocket.
5. When on-line circulation becomes possible, key information into the computer.

Faculty Procedures

Circulation

All items borrowed by faculty and staff members will be due at the end of each quarter.

Non-Circulation Materials

Reference books will not circulation except to instructors under special circumstances. The reference collection includes manuals, handbooks, encyclopedias, and any items of a general reference nature. They are usually sources for locating specific information rather than books that would be read in entirety.

Periodicals

Instructors, with the exception of the most current issue, may check out periodicals.

Renewals

After the initial check-out period, an item may be renewed unless another patron has requested that the item be held. Renewals may be made by phone.

Reserves

Instructors have the option of placing materials on reserve in the library for their students. Materials on reserve will be kept at the circulation desk and must be requested by the students. The purpose of reserve system is to make sure that materials needed for an assignment will be available and are not checked out by the first students to begin working on the assignment.

Reserve materials may be designated as “library only” or for “overnight only” circulation. Materials on an overnight basis are to be checked out after 2:15 p.m. and returned by 8:00 a.m. on the following workday.

Student Procedures

Circulation of Materials

Students may borrow library books and materials upon presentation of a current school identification card. Residents of the area and students participation in short-term courses are welcome to use the materials and facilities of the library. However, materials are circulation only to individuals with a valid school identification card. Books and other materials in the general collection are circulated for a two-week period. Students with overdue materials will not be allowed to check out additional items until all overdue material have been returned. Between quarters, students with no overdue material who show a schedule for the next quarter will be allowed to borrow books over the break.

Non-circulation materials

Reference books generally do not circulate. The reference collection includes manuals, handbooks, encyclopedias and any items of a general reference nature. They are usually sources for locating specific information rather than books that would be read in entirety.

Students are not permitted to check out periodicals. A photocopier is available for copying materials.

Renewals

After initial checkout periods, an item may be renewed unless another patron has requested that the item be held.

Reserve

Instructors will sometimes place materials on reserve for their classes. These may be designated as “library hold” or “overnight only” circulation. Materials on an overnight basis are to be checked out after 2:15 p.m. and returned by 8:00 a.m. on the following workday.

Overdue Materials and Fees

The fine for returning a book late is 10 cents per day and may accumulate until it reaches the cost of the book or \$10.00 whichever is less. The video tape late fine is \$.50 per day and may accumulate until it reaches the cost of the tape or \$10.00 whichever is less. A fine of 10 cents per hour is charged for overnight books that are not returned by 8:15 a.m. Students who have not returned books or who owe fines will not be permitted to register for the next term, receive a transcript, or graduate until obtaining a receipt from the librarian has cleared their record.

Lost Books or Materials

The borrower must pay for any item lost or damaged beyond repair. The charge will be the amount necessary to replace the item.

Interlibrary Loan

Interlibrary loan is currently available through GOLD and SOLINET. Students may borrow materials through ILL if the materials are not held by Griffin Technical College. The student agrees to abide by the lending policies of these institutions. Fines and fees may be incurred for lost, damaged, or overdue items. The fine for overdue items is \$1.00 per day and may accumulate until it reaches the cost of the book. Students who have not returned books or owe fines will not be permitted to register for the next term, receive a transcript, or graduate until obtaining a receipt from the librarian has cleared their record.

Conduct

The library is intended as a place of study for students. For this reason, we ask that there be no smoking, eating, drinking, unattended children, radios, or unnecessary noise.

Checking in Resources

1. Materials are checked in using the barcode number or title.
2. Materials may be renewed as often as needed if no HOLD request has been placed on the items.
3. If a HOLD request is indicated as the location of the item, put the HOLD request form with the book, place the book on the reserve shelf and call the patron for whom the item is being held.

Maintaining Periodicals

1. Enter data in database. Generate rout slips if necessary.
2. Shelve periodicals on current periodicals rack and remove previous issues.
3. Shelve back issues of periodicals in reference area in designated files in order by dates.

Overdue Notices to Students

Notices are sent to students weekly. Sending overdue notices to students is part of the procedure each Friday. The purpose of these notices to students is to make sure that materials are not forgotten and that needed materials are available for circulation. Students are allowed the option to renew unless another patron has placed a hold request.

Weekly

1. Overdue notices to students are printed every Friday after checking in any books in the book drop.
2. Generate overdue notices and then go to the reports and print overdue notices.
3. When a second notice is sent, place a hold in Banner.
4. Holds are also placed in Banner for sizable unpaid fines.
5. Mail notices.

Overdue Notices to Faculty

Notices are sent to faculty members at the end of each quarter. The purpose of these notices is strictly to make sure that materials are not forgotten and that needed materials are available for circulation. No attempt is made to retrieve materials that are in use by a faculty member unless a hold request has been

placed. In this case, a library staff member mediates to make sure that all patrons gain maximum use. The option to renew materials is always given to faculty members unless a hold request has been made. Procedures for faculty overdue notices are as follows:

End of Quarter

1. A list of all overdue materials is printed.
2. Faculty and staff names with overdue materials are cut from this list and attached to our standard faculty overdue notice.
3. Notices delivered to faculty and staff boxes.

Overdue Notices to Patrons Categorized as Other

1. Follow the same procedures listed for overdue notices to students.
2. In some instances, longer circulation periods will be granted with the approval of the librarian.
3. Notices to Griffin Technical College employees categorized as other are placed in their mailboxes. They are stapled so that the titles do not show.
4. Notices to patrons categorized as other who are not Griffin Technical College employees are mailed to the address listed on the community user application.

Griffin Technical College Library Interlibrary Loan Policy

Interlibrary loan provides a service through which students, faculty and staff can obtain materials not currently available in the Griffin Technical College library. The conditions of the service are based on the American Library Association National Interlibrary Loan Code, 1980, and by regulations of the individual lending libraries.

Interlibrary loan service is offered to all Griffin Technical College students, faculty, and staff. Patrons not currently affiliated with the institutions are not eligible (i.e., courtesy card patrons, high school students, alumni, etc.).

GOLD Policy

Presently, almost 200 GOLD (Georgia Online Database) member libraries transact their interlibrary loans electronically over the system rather than completing cumbersome paper forms. These libraries search the database to find the locations of libraries owning the needed items. An electronic work form

is then completed and sent to potential lenders. Selective users log on the GOLD and the Southeastern Library Information Network (SoLINE) and view the holdings of these groups.

Materials available for Interlibrary Loan

Materials available for circulation to Griffin Technical College students are eligible for loan.

Materials not available for Interlibrary Loan

1. Reference materials
2. Reserve materials
3. Periodicals (photocopies are provided instead)
4. Audiovisual materials by special arrangement only
5. Rare or valuable materials by special arrangement only
6. Bulky or fragile materials which are difficult or expensive to ship

Charges

A. Books

1. Except where there is a charge by the lending institution, ILL services are provided at no cost to the patron. When there is a charge by the lending institution, every effort will be made to contact the patron before initiating a request.
2. Postage, insurance, and service charges are occasionally placed on books lent to libraries. Patron approval of these charges is required before the interlibrary loan transaction can be completed.
3. Fines may be charged for overdue materials. The fine for overdue interlibrary loan books is \$.30 per day for the first thirty days and \$1.00 per day thereafter up to a maximum of \$50.00 per book. This fine schedule is necessary in order to maintain borrowing privileges with other libraries. Our standing with the lending library is seriously jeopardized by our failure to return interlibrary loan materials promptly.
4. Griffin Technical College will charge \$45.00 in the event an item from this collection is lost. Other libraries will have their own charges for lost items from their collections.

B. Periodical Articles

1. Photocopy charges from the lending institution will be passed along to our patrons.
2. Special charges will be assessed if the patron requests special delivery services such as Express Mail, Federal Express, UPS, Fax, etc.

Duration

The time allowed for the loan is usually two to three weeks and is indicated on a yellow slip inserted in the borrowed item. Renewal of borrowed items should be requested prior to the due date for the same loan period ordinarily granted. However, all borrowed materials are subject to recall and must be returned promptly.

Procedures

1. An interlibrary loan request form must be completed for each item requested.
2. It is recommended that a minimum of 14 days be allowed to fill the request.
3. Incomplete requests or requests for items already in our collection will be returned to the requester.
4. Up to five (5) requests may be submitted on any one day.
5. Requests may be left with the library staff.
6. Patrons are responsible for checking to see if their items have been received.
7. Return books to the circulation desk.

Payment for Items

If a patron loses an item, the lending institution or the Griffin Technical College Library for the item will bill the patron.

Violations

Should a patron repeatedly disregard the ILL guidelines, privileges will be withdrawn. Actions that may result in suspension of privileges are: returning books late, not picking up requested material, and not paying for requested items (when appropriate).

Responsibilities of Griffin Technical College Library

Responsibilities of Griffin Technical College Library as a Lending Library

1. Griffin Technical College Library shall implement lending policies with due consideration of the needs of its primary clientele.
2. Copies of the interlibrary loan policy statement shall be available upon request.
3. Griffin Technical College Library shall initiate processing of requests within one working day of receipt and shall complete the processing transaction within three working days of receipt.
4. Griffin Technical College Library shall notify the borrowing library promptly if materials are not being sent out.
5. Photocopy services and on-site use of non-circulation collections are available.

Responsibilities of Griffin Technical College Library as a Borrowing Library

1. Griffin Technical College Library is responsible for compliance with the copyright law (Title 17, US Code) and its accompanying guidelines, and shall inform its users of the applicable portions of the law. An indication of compliance shall be provided with all copy requests.
2. Griffin Technical College Library shall use its local resources before initiating interlibrary loan requests.
3. Materials requested shall be described as completely and accurately as possible, following accepted bibliographic practice. Verification shall utilize standard bibliographic tools and source verification shall be cited. When items cannot be verified, "cannot verify" shall be indicated on the request.
4. If verification is disregarded, or if the bibliographic data is incorrect, the lending library may return the request unfilled without special effort to identify the reference.
5. Griffin Technical College Library shall honor the lending libraries conditions of loan.
6. Griffin Technical College will acknowledge receipt of materials through GOLD. If there is undue delay in receipt of shipments, Griffin Technical College Library shall notify the lending library.
7. Unless specifically forbidden by the lending library, Griffin Technical College Library patrons may copy any item provided that such copying is in accordance with copyright law and no damage to the original material will result.
8. Griffin Technical College Library is responsible for: returning loans promptly; safety of materials; and all costs of repair or replacement in accordance with the policy of the lending library.

Circulation of Laptop Computers

Laptop computers (IBM compatible) have been reserved for faculty, staff, and student use. They may be used for instructional purposes, meetings, staff development, and preparation of professional materials. These computers will circulate through the library. The library staff will provide a very brief operations overview if needed.

Check Out Procedures

1. Laptop computers circulate for one week. Special consideration will be given for conference lasting longer than one week. Laptops purchased after November 1999 may not be renewed.
2. Check out will be tracked utilizing the automated circulation system in place in the library each computer, manual, and power unit is marked with barcodes.
3. Priority will be determined by purpose of use, availability of machines and timely request.
4. Faculty and staff members keeping computers beyond check out period will receive an overdue notice and a copy will be sent to the division manager.
5. Faculty and staff members are responsible for the replacement cost of damaged or lost computers.

Laptop Software

Each computer has Microsoft Windows and Office Suit installed.

To Use Additional Software

1. Submit a Software Installation Request to Information Technology Services one-week prior to check out. Licenses must be available for installation of software.
2. Programs will be removed when computers are returned.
3. Do not install software Unauthorized installation of software will result in loss of check out privileges.

Opening Procedures

1. Turn on Library Solution system at circulation desk and public access station.

2. Change date due stamp and pre-stamp sufficient date due slips for the day while waiting for equipment to boot.
3. Check to make sure that the date and time on the computer screen are correct.
4. Check in books.
5. Complete any clear/hold notices. Enter information in Banner.
6. Load paper in copier while computer is completing above.

Closing Procedures

1. Shut down database terminal.
2. Shut down patron terminals.
3. Check all equipment in library and make sure that it is turned off.
4. Shutdown all computers.
5. Turn off all lights and lock door.

Fines, Fees, Charges, and Accountability

Policy Guidelines

It is the responsibility of patrons to return materials in a timely manner. Late return of materials may result in overdue fines. The fine for returning a book late is 10 cents per day and may accumulate until it reaches the cost of the book. The videotape late fine is \$.50 per day and may accumulate until it reaches the cost of the tape. Students who have not returned books or who owe fines will not be permitted to register for the next term, receive a transcript, or graduate until obtaining receipt from the librarian has cleared their record. Borrowers are charged for lost and damaged library materials so that the materials may be replaced.

Policy – Return of Overdue Materials; Fine Due

Borrowers may return materials that are overdue with fines due. The following procedures are followed:

1. Waive fines if less than 50 cents. All other fines must be paid.
2. Check book in. If fines are due, enter amount paid in the computer. Do not enter an amount paid in the computer if no fees are paid.
3. Record transaction and the amount paid.
4. Print a receipt for the amount paid. A receipt must be given for all fees paid. Include student name, security number, and reason for receipt on the receipt.

Banner

Remove hold by following Banner instructions. Remove the hold if fine owing is less than \$2.00.

Policy-Outstanding Library Fines

At times a patron may return overdue books or materials without paying the accrued fine. In this instance, the following procedures are followed;

1. If fine is in excess of \$2.00, a hold will be placed in Banner.
2. At the end of the quarter, students with outstanding fines are flagged by the registrar and do not receive grades until their record has been cleared.

Policy-Lost or Damaged Materials

1. Borrowers are charged for the replacement of any lost or damaged library materials.
2. A printed receipt is given to all borrowers who pay for lost or damaged materials.
3. All funds for lost and damaged materials are turned in to the school business office.
4. Faculty members are requested to pay lost or damaged material charges when negligence is the cause of the loss or damage.

Procedures

Borrowers of library and media services material must accept full responsibility for the timely return of these materials and for the fees incurred due to delinquent or lost materials.

1. At the end of each quarter, delinquent library patrons will be “flagged” (marked in hold) in the computer system.
2. Grades will not be issued to students with delinquent library materials or fees.
3. Any student with outstanding library materials or charges will remain “flagged” in the computer until his or her record has been cleared.
4. Students with “flagged” records must clear with library services before registering for a new quarter.

5. When a student clears his or her recode a library services staff member will immediately remove the hold in Banner.

Collecting Fines

1. The computer calculates fines daily at a rate of 10 cents per day. Overnight books not returned by 8:20 a.m. of the date due are charged a rate of \$1 per day.
2. The desk operator determines the fine by checking the patron's file in the computer.
3. Patrons are allowed a one-week grace period until 50 cents fine is accumulated. Do not collect less than 50 cents. Grace period does not count if more than 50 cents has accumulated.
4. If a patron presents a problem about the fine, remain courteous and turn the patron over to the librarian.
5. Maximum overdue fine is \$10.00.
6. Cost of a lost book is cost entered in computer. If the book is a gift book, the Books in Print cost is assessed. If out of print, the librarian must assess its value.
7. Students do not receive grades nor do they graduate if account is delinquent at Griffin Technical College or at another institution participating in a reciprocal borrowing agreement.

Payment

1. A printed receipt is always given to the patron with name, amount, and reason. The accession number and title of the book are also included for a lost item.
2. Funds collected are placed in locked circulation drawer.

Checks

1. Payment may be submitted by check made out to Griffin Technical College. It is necessary for the patron to fill out the "for" blank in the check such as for lost book #1.000123.
2. Persons working at the desk should notify the librarian about payments made by check.

Remittance

1. Checks are remitted as soon as possible for clearance.
2. The librarian submits funds collected to the school cashier with a summary of fines and fees.

Clear Hold

1. If a library hold has been placed on student's admissions records, library staff member should remove the hold when all fines are paid.

Refunds for Found Books/Materials

1. Refunds will be made for a one-year period after the book/materials were paid for.
2. The student requesting the refund will complete a request for refund form.
3. Verify the request by pulling receipt file. Complete the bottom portion of the request including title and accession number. The librarian must sign the request authorizing the refund.
4. A copy of the request is filed with the receipts.
5. No money is refunded in the library. The student should submit the request to the business office. The request goes through the standard business office refund procedure.
6. If the book or material has been deleted from inventory, it must be re-entered into the computer.
7. If the book/material has not been deleted from the inventory, the code is changed in the computer.

Delinquent Faculty Circulation Records

1. A faculty record is considered delinquent when materials have not been returned for 2 quarters and no contact has been made for renewal of the materials.
2. A second and third notice is sent to faculty members with delinquent records.
3. If a faculty circulation record remains delinquent after the third notice, a letter is sent to the faculty member requesting notification as to whether the material has been lost. A copy of the letter is also sent to the Vice President for Academic Affairs.
4. If the material is lost, it is coded as lost in the computer circulation record. Faculty members are not required to pay for lost materials except in cases of negligence.
5. Faculty circulation records deemed excessively delinquent by the librarian are turned over to the Vice President for Academic Affairs for further action.

Technical Services

Acquisition of Learning Resources

All learning resource materials including books, periodicals, audiovisual software, and audiovisual equipment are requested, purchased, and inventoried through library and media services regardless of their eventual location on campus.

Guidelines

1. Books

A budget for books is provided to library services on an annual basis. Faculty members, administrators, and students submit requests to a library staff member, and books are ordered according to the collection development procedures. A “want file” is maintained of books for which funds are not immediately available.

2. Audiovisual Materials

A budget for learning resources is provided to library services on an annual basis. Faculty members, administrators, and students submit requests to a library staff member and materials are ordered according to collection development procedures. A “want file” is maintained of materials for which funds are not immediately available.

3. Audiovisual Equipment

A budget for audiovisual equipment is provided to library and media services on an annual basis. The librarian works closely with division heads in determining priorities for the total school. All equipment is school owned rather than department owned. Equipment may be housed in various departments to facilitate utilization.

4. Periodicals

Periodicals are ordered or renewed annually through the library services supply fund.. New titles are added only once a year when the bulk order is prepared. All subscriptions are ordered and received by library services for inventory purposes. Individual faculty members may make arrangements to house a specific title in a department or to have a title routed to them. All general titles are housed in the library.

Procedures

Preparation of Orders

1. Library staff members should give any requests for materials or supplies to the librarian for approval.
2. Titles to be ordered are entered in a database by the library paraprofessional.
3. Titles not yet ordered are printed out monthly for consideration.
4. Orders are generated and usually faxed to the book jobber.

Procedures for Purchase and Budget Worksheet

1. Fill out request to purchase. Attach phone bid or catalog if applicable.
2. Submit to supervisor for approval.
3. Upon approval, enter issue date, vendor, number, and amount on Budget Worksheet.
4. File approved purchase order in Purchase Order To Be Received.
5. Deduct the amount from current balance on budget worksheet.
6. Upon receipt of order, check items against packing slip and P.O. receiving copy. Note any discrepancies.
7. If order is complete, sign receiving copy, attach packing slip and/or invoice and submit to the business office.
8. If partial order, enter data received beside item received on receiving copy. Note any discrepancies on purchase receiving copy (back order, cancel, etc.) Copy receiving copy, sign and date copy, attach packing slip and submit to business office complete, enter date completed on budget worksheet. Turn in receiving copy to business office.
9. Enter adjustments from monthly report on budget worksheet. Enter report number and actual change.
10. Page total balance should be entered on the last line of the page. Use ----
----- double line to denote end balance.

Checking in New Materials

1. Shipment contents are checked against the invoice or packing slip.
2. The librarian signs the invoice.
3. The original invoice is turned in to the school business office with the receiving copy of the PO or with card statement.
4. A copy of the invoice is stapled to the PO or filed with credit card invoices.
5. All materials are put away in an orderly manner.

Accepting Gifts

1. Gift books are accepted as long as they meet the criteria established in the collection development guidelines.
2. A Griffin Technical College gift receipt is given to the person donating books. No VALUE IS ASSIGNED.
3. The person donating books is asked to fill out a gifts form.
4. A copy of the receipt and of the gifts form is filed.
5. A personal thank you letter is sent for especially valuable gifts. The President of the institution is asked to co-sign such a letter.
6. All gift books are marked with the word "gift" and the date in the designated place on the title page. The books are then put away until they can be added to the collection.
7. Any offers of gifts other than books must be directed through the Griffin Technical College Foundation per local policy.

Cataloging Guidelines

1. The Library of Congress classification System is used.
2. ANGLO-AMERICAN CATALOGING RULES, 10th ed. is the authority for cataloging rules.
3. Library of Congress subject headings are used.
4. IMMROTH'S GUIDE TO THE LIBRARY OF CONGRESS CLASSIFICATION SYSTEM is consulted for explanations related to classifying.
5. ITS.Marc is the source for cataloging and classifying information.
6. Original cataloging and classifying is done when an item is not located through ITS.Marc.

Processing Books

1. Stamp edges and page 35 with Griffin Technical College Library stamp.
2. Emboss Griffin Technical College imprint on title page where appropriate.
3. If there is a book jacket, cover it with Mylar.
4. Place security sticker in proper location: inside back cover if available, opposite page if Mylar jacket is used or if printed on inside back cover, check with staff if no location available.
5. Cover sticker with book pocket.
6. Check label and title to see that they match.
7. Place large label on pocket.
8. Place small label on spine of book
9. Cover spine label with label protector.
10. For reference books, place reference sticker on pocket label.

Processing AV Software

Software is processed after it has been cataloged and entered into the computer.

Sufficient labels will be run off for all items in the kit.

1. Open kit and place sticker with arrow down inside lid.
2. Cover sticker with book pocket. Trim book pocket if it does not fit.
3. If book pocket is not stamped, stamp it with school address.
4. Stamp Griffin Technical College where possible inside package and on spine.
5. Use small stamp for cassettes and filmstrip canisters.
6. Type kit contents on large pocket label.
7. Check label and title to see that they match.
8. Place labels on all items: large labels on pocket, discussion guide, manual, disk, using measuring card, small label on spine kit, small label on video recording, small labels on cassettes and canisters (may have to cut labels to smaller size).

Vertical Files

The vertical file is a collection of supplementary materials such as pamphlets, clippings, maps, small press publications, handouts, and company reports which provide up-to-date information. Some characteristics of the supplementary materials are:

- Offer unique information
- Focus on a small argument
- Provide current information
- Have short shelf life
- Are written in simple, concise language
- Are presented in an appealing format
- Are available from sources other than the usual vendors
- Are free or inexpensive
- Provide local information

Policies

The policy of the Griffin Technical College Library is to provide a wide range of instructional materials needed by students, faculty, business, and industry in the service area. All materials are chosen in accordance with the selections policy of Griffin Technical College.

Criteria for Selection

1. Materials should adequately support the curricular needs of the school. Selection is based on the objectives of the institution, giving priority to materials needed by students, faculty, business and industry in the service area.
2. Materials should be in keeping with the qualitative standards of Griffin Technical College regarding contents respectability and physical characteristics. Content rather than format determines the value of an item.
3. Materials should be suitable to the abilities, needs, and interests of the patrons.
4. Materials should support the position of cultural, political, ethnic, religious, or social groups. Controversial materials that inform the reader about a particular sect may be part of the vertical file, but should not hurt, misrepresent, or in any way be unjustly harmful to any group.
5. The Library abides by copyright laws in acquisition of materials as required by Griffin Technical College and federal law.
6. The Library endorses the Library Bill of Rights and the principles of that document are considered an integral part of the collection development guidelines.

General Criteria for Evaluating/Weeding Vertical Files

General criteria for evaluation/weeding vertical files are based on the following:

1. Physical condition of the item.
2. Language of the publication.
3. Age or obsolescence.
4. Relevance to present curriculum.
5. Undesirable duplication.
6. Use as reflected in circulation data (in-house) and shelf time (time in files between use)

Procedures

1. Utilize the Vertical File Check list when processing files.
2. Check to be sure that the name and address of the issuing body on the mailing package/envelope is repeated on the publication. Add information before discarding packaging.
3. If the material is electronically generated, be sure that the Internet address, CD database, etc. is clearly marked on the publication.
4. Mark cost or free status of the material.
5. Stamp each item with date of receipt, library name and address.

6. Stamp each piece in the same location: Booklet—inside front cover; catalog—inside front cover; Single sheet – back, upper right corner; Photo—back, upper right corner; Map—back, upper right corner; Multiple sheet—first page, back upper right corner; last page, back.
7. Determine placement in the collection – subject and title. Use subject headings as outlines in list. New headings should not be added unless LC headings apply. If new heading is added, included in index list.
8. Label item with subject and tile. Print label for folder. Place label on the item in most legible position for placement in folder. Single sheet – bottom right corner. Booklet – near closed edge of the spine, etc.
9. If multiple copies of the publication, note copy number.
10. Stamp with Reference only, Not for Circulation, For Library Use.
11. File item so that closed edge is at the top.
12. Add file information to index.

Discarding Materials

1. Librarians pull books or videos that are outdated or in bad physical condition.
2. Cataloger should “delete” from online catalog.
3. Stamp discards in several places.
4. Discarded books may be put out on “Free Books” table for students.

Circulation of Equipment

Guidelines

1. An audio-visual equipment request form must be completed and signed by the Media Aide before equipment is released from the Media Store Room.
2. All pre-scheduling of equipment is written in the daily/weekly calendar at the appropriate date and time. Preference is given to the first schedule. If there is a conflict, if additional equipment is available in another area, the Media Aide will make arrangements for loan of this equipment. If no additional equipment is available, those requesting are encouraged to resolve the problem. Library staff does not mediate the situation.
3. Any organization, group, individual, instructor granted permission to use the school’s facilities may request equipment.
4. Preference is given to Griffin Tech’s educational program if a shortage of equipment occurs.
5. The media aide arranges for daily delivery of equipment when necessary.
6. Faculty may requests equipment at a point of need as long as there is no scheduled use.
7. Audio-visual equipment is designated for housing in specific locations and should be returned to those locations after use.

8. Off-Campus use of equipment for school related purposes is prearranged with the librarian. The Vice-President of Academic Affairs must approve off campus use.
9. Off-Campus use of equipment for purposes not related to school use is not permitted.
10. All audio-visual equipment is "school owned" rather than "department owned" and may be moved from any location in order to meet total school needs.
11. An Inventory Transfer form must be completed when equipment is reassigned to another area on a permanent basis or is declared surplus. Any changes should be recorded on the Media Center Audio-visual equipment inventory.

Procedures

All instructional audiovisual equipment is inventoried and circulates through media services to facilitate maximum utilization, to ease access, to establish priorities and to insure availability.

1. An Equipment Request Form must be completed before release of equipment from the storage area. Barcoded library equipment checks out in the automated circulation system.
2. Preference is given to the first to schedule. Prescheduled equipment is written in the daily/weekly calendar at the appropriate date and time. In the event of a schedule conflict, the Media Aide will make arrangements for loan of the equipment from another area. If none is available, those requesting the equipment are encouraged to resolve the conflict.
3. Classroom delivery can be requested if advance notice is given.
4. Faculty members may request equipment at a point of need as long as there is no scheduled use, and the faculty member arranges equipment delivery.
5. The instructor, his designee or the media Aide when necessary must complete the request form. Persons requesting equipment may phone in the request.
6. The Media Aide will initial the date requested. When equipment is released, the Media Aide will sign and date the form. Unauthorized removal of equipment should be reported to the librarian as soon as possible. The Media Aide will locate the equipment and return it to the storage area.
7. The Media Aide will sign and date the form when equipment is returned. Damage or equipment failure should be noted at this time. If necessary, the Media Aide will take steps necessary to have equipment repaired or cleaned.
8. Equipment request forms will be filed quarterly. The Media Aide will provide the quarterly usage report indicating the type of equipment,

scheduled usage, areas requesting and other data relevant to evaluation of audiovisual needs.

Inventorizing Equipment

1. Place serial number sticker where it can be seen.
2. Enter serial number on local inventory.
3. Initial to show inventoried.
4. If just repaired, pull slip; file returned slip and mark inventoried.

Discarding Equipment

1. All school owned audiovisual equipment is maintained on the library services inventory and must be discarded through library services.
2. Department heads send excess, damaged, or obsolete audiovisual equipment to the media center for evaluation.
3. Library staff members decide whether equipment could be useful in another location or whether it should be discarded.
4. Equipment that is in good condition but not currently needed is stored until needed or redistributed to another location.
5. Equipment that needs to be discarded is listed with serial number, school number, and state number and submitted to the business office on an inventory transfer form. A copy of the list is kept on file in library and media services.
6. The equipment is stored until the business manager arranges to have it moved.
7. Each discarded item is coded C (condemned) in the computerized inventory.

Instructional Support Services/Media Center

Philosophy

Instructional development that refers to the solution of instructional problems through the design and application of instructional system components is a vital component of library and media services. This concept is much broader than that of production alone that is the design and preparation of materials for instructional use. Library staff members are involved in the development phase that may relate directly to library services utilization including bibliographic instruction or strictly to classroom instruction as well as in the production phase. Library staff members help faculty members in applying a systems approach to instructional development. This means that the instructional systems component is applied to achieve a required outcome based on institutional objectives.

The role of library services staff member in instructional development is largely related to effective management in the development and utilization of instructional system components. This role is one of strong leadership in the development as well as the production of instructional systems. Library staff members may be considered consultants who provide advice, instruction, and technical assistance. Every effort is made to teach faculty members to become proficient in basic production techniques so that library staff members as managers will be able to provide assistance to a greater number of faculty members.

Production Guidelines

1. The Media Aide will assist faculty, staff and students in the preparation of signs, transparencies, lettering, laminating, video tapes, photographs, slides, audio tapes, etc. The staff will train faculty and students to use the necessary equipment to produce these items.
2. Laminating equipment is delicate and is not to be used by students. Teachers may laminate their own materials.
3. All production supplies are to be used for school purposes only.
4. All production activities must be prearranged and scheduled when two members of the staff are on duty.
5. All production work must be related to instruction at Griffin Technical College.
6. Production will not be provided to agencies or individuals outside of Griffin Technical College without prior approval of the President. Community members will be allowed to use production facilities in house so long as their use does not interfere with use by Griffin Technical College faculty or students.

7. The department of library services must abide by copyright law as specified by Griffin Technical College policy and federal law. Slides, tapes, filmstrips, video, films, etc. cannot be duplicated or changed in format without written permission of the copyright holder.

Instructional Development—Audiovisual Services

Guidelines for Repair of Audiovisual Equipment

1. School wide management of instructional audiovisual equipment is a responsibility of library/media services.
2. The majority of inoperative equipment is repaired in-house.
3. Repairs may be performed in a local shop. If an outside repair is necessary, the cost of repair versus replacement should be considered.
4. The Media Aide should get an estimate before authorizing repair. The fee for the estimate, if any, requires a purchase request.
5. Items that are not repaired will be removed from inventory and set to surplus.

Copying

Read Copier Manual for instructions on operating copy machine. Normal Copying should be completed in 3 days – Sooner if Possible

Special Copying – binding / retyping / laminating / folding – should be completed in 5 days – Sooner if Possible.

COPIER MAINTENANCE

Call Georgia Duplicating – (770) 248-1020 or 1-800-521-8005 and ask for Service Department. (See *Card in Rolodex*) Give Serial Number for copier needing work:

1. Cannon 8500 (*Media Center – nearest to your desk*) Serial # MPB 07909
 2. Cannon 8500 (*Media Center – other side of room*) Serial # MPB 07904
 3. Cannon 6085 (*Instructor Lounge*) Serial # NFD 13788
 4. Cannon 6085 (*Community Services Building*) Serial # NFD 13791
- You are responsible for all above copiers EXCEPT #4 in Community Services.
 - Next tell them what the problem is. They will send someone out to fix the copier, usually they are quick to respond.

- All above copiers, EXCEPT #4, are covered for repairs at no charge under the Copier Maintenance Contract.

COPIER SUPPLIES

Call Georgia Duplicating – See Numbers Above or Rolodex / ask for Supply Department.

TONER

- Tell them which copier you need toner for and the Serial Number – (See Above)
- For the Cannon 6085 – Toner comes One (1) to the Box Order at least 4 Boxes
- For the Cannon 8500's – Toner comes Two (2) to the Box Order at least 8 Boxes
- All toner is covered under the Copier Maintenance Contract and there is NO CHARGE for this. Again #4 Community Services Copier is NOT Covered.

STAPLES

- For the Cannon 6085 – Order E-1 Staples (F23-5705-000)
- Three (3) cartridges to a box
- \$50.00 a box plus shipping
- Order 2 Boxes
- For the Cannon 8500's – Order K-2 Staples/Finisher (6788-A-001-AA) G-1 Cartridge
- Three (3) cartridges to a box – 100 sheets to a cartridge \$115.00 a box plus shipping
- Order 4 Boxes
- Use your Purchasing Card to pay for this.

REQUEST FOR PRINTING (Sample Included)

To be completed by person dropping off printing. This form is self-explanatory.

- Original form is in Master Copy Book – It is also on disk.
- Always copy on Blue paper.
- After completing, keep in file drawer by month – so if needed you can refer back to them later.

MASTER COPIES BOOK

- Some Originals for Forms from other Departments are in this book.

- Media Center DOES NOT keep originals as they change often & we are not notified.
- Before using any original in this book, scan over it and make sure that no changes have been made.

PAPER SUPPLY AND ORDERING

WHITE PAPER (8 ½ x 11 – Standard Size):

- All white paper should be at least 30% recyclable (Required by State)
- Order from – DOAS (404)756-4853 – See Card in Rolodex
- Order 50 cases at the time.
- DO NOT order any more 3-Hole Punched Paper – after the supply is gone.
- 8 ½ x 14 – Legal and 11 x 17 white paper ordered from Office Depot.
- Order 2 cases of Legal size and 1 case of 11 x 17, as this is not used much.
- Use your Purchasing Card to pay for this.

COLORED PAPER:

- Order from Office Depot – (800) 846-2902 or order online (You must set up an account.) See Card in Rolodex
- Try to keep total of at least 5 Cases each color on hand.
- 1 cases of above in Media Storage Closet, and 4 cases in Outside Barn.
- Use your Purchase Card to pay for this.
- Blue – Green – Canary (Yellow) – Pink – Ivory / Contract Prices (reduced price for State use – See State Purchase List)
- Lilac – Salmon – Goldenrod – Cherry – Gray – Tan – Buff / Regular Price – much more expensive

PAPER REQUEST FORM (Sample Included):

- To be completed by person needing paper.
- This form is self-explanatory (Read Over) (Tells how much, where & who.)
- Original form is in Master Copy Book – It is also on disk.
- Always copy on Green paper.
- When you receive this form –
 - Deduct from Inventory Sheet. See Below.
 - Copy and put the Copy in your file. Folder in Drawer, labeled.
 - Sign name at top of Form (So Scott will know that it came through the Media
- Center) and then put original Green Form in Scott Floyds' box. Maintenance will take care of delivery.

- When you need to stock paper in Media Storage – Follow the same steps above.
- If department or faculty wants one or two packs of paper they may get it from paper cabinet in the Media Center (this has already been accounted for).

PAPER INVENTORY AND TRACKING (Sample Included):

Note: TRACK ALL PAPER INCOMING AND OUTGOING – THIS IS THE ONLY WAY OF KNOWING INVENTORY ON HAND!

Use Paper Inventory Sheets to Track Paper. Original Form is on Disk. Look in File Drawer, Labeled – Paper Inventory.

REGULAR PUBLICATIONS/TASKS

WEEKLY CALENDAR AND ANNOUNCEMENTS

Calendar will be E-Mailed or Faxed from Natasha Gates each week. She usually E-mails on Friday, if you do not have it on Monday afternoon give her a call.

REQUEST FOR ANNOUNCEMENT (Sample Included):

- Announcements will be turned in on Request for Announcement Sheet. Original is in Master Copy Book – It is also on disk.
- Always copy on Goldenrod Paper.
- All announcements must be turned in by 4:30 on Monday to be put in that week's announcements.

WEEKLY SHEET (Sample Included):

- Type both above into format for document and make an original. This is on disk, you have one and Evening Media Aide has one.
- Copy, front and back, on colored paper.
- Deliver on Monday Evening to All.
- Distribution of Announcements (See Below), in File Drawer will help with who, how many and where. Evening Media Aide will do this, if position is vacant then you do it.

DISTRIBUTION OF ANNOUNCEMENTS (Sample Included):

- This helps you keep up with Who, How Many and Where.
- Everyone who wants to hand out something will ask you this information.

- Update this Quarterly. Original Form is on disk.

TELEPHONE LIST OR DIRECTORY (Samples Included)

- This should be updated approximately 3 times a year – unless an enormous amount of changes have been made.
- Original is in File Drawer, Labeled – Telephone Directory. It is on disk to make changes.
- Keep up with changes as they are made. Amy Matthews will help with this.
- Keep in Red Folder in same File – Labeled Changes.
- After making the changes that you know about – E-mail or copy and distribute to all asking for any additional changes that you don't know about – give them a deadline to respond.
- After deadline – Copy on Card Stock for all Staff, Administration and Full-Time Faculty. Copy on paper of same color for Part-Time Faculty.
- Distribute to all – use Distribution of Announcements to help with this

STAFF AND FACULTY MAIL BOXES

- This is done 1 or 2 days before the new quarter begins, every quarter.
- Use Faculty List (Get this from Janis Phillips in Academic Affairs.)
- Take Faculty off that will not be teaching.
- Add Faculty that are teaching but do not already have a box.
- FULL-TIME FACULTY GO FIRST – PART-TIME FACULTY FOLLOW NEXT
- ALL SHOULD BE IN ALPHA ORDER!

GTC LETTERHEADS AND ENVELOPES (Samples Included)

- Order from GCI Print (Georgia Correctional Industries) - (404) 657-5784. See Card in Rolodex
- Order 25,000 #10 Reg. Envelopes or MORE
- Order 25,000 #10 Window Envelopes or MORE
- Order 35,000 Letterhead or MORE
- Check Prices / See Folder – Labeled Printed Forms for More Information
- Use your Purchasing Card to pay for this.

GTC SHIPPING LABELS (Sample Included)

- Order from Curtis 1000 – (770) 925-4500 ext. 4308 -- Robert Warlick . See Card in Rolodex

- Order 1000 Sheets or MORE
- Check Price / See Folder – Labeled Printed Forms for More Information
- Use your Purchasing Card to pay for this.

FORMS (Samples Included)

- Order all Forms from Hi-Tech Quick Print – (770) 229-8258 ask for Ricky. See Card in Rolodex
- Forms Ordered:
 - Graduate Job Placement Form (3-part) – Sandra Bryant
 - Personnel Locator (3-part) – Academic Affairs
 - Official Course Audit Form (3-part) – Admissions
 - Official Grade Change Form (3-part) – Admissions
 - Change in Enrollment Form (3-part) – Admissions
 - Official Course Drop/Add Form (3-part) – Admissions
 - Official Withdrawal Form (3-part) – Admissions
 - Official Course Exemption Form (3-part) – Admissions
 - Inventory Transfer Request (3-part) – All for Norma Brasher
- All forms are on disk for you to make changes as requested from the Department.
- You keep up with inventory of each form – order when needed or low. The Departments just come and get them, they don't tell you when to order.
- Before making a big order – check with department for changes.
- Use your Purchasing Card to pay for this.

UPS

- The Media Center is a pick-up place for small boxes.
- UPS comes to the Media Center everyday at approximately 3:00 p.m.
- The person dropping off the package should tape and put a return label on box.
- Your job is only to log down weight, address, who and the way shipped in the UPS book.

SUPPLIES

- Order from Office Depot or Hensley's. See Rolodex Cards on Both.
- There is a State of Georgia Contract Purchase List for Office Depot look in File Drawer – Labeled, State Purchase List. These items are at reduced rates for the State only. Purchase off this list whenever possible. There is a very fine line between what you purchase and what the Academic Affairs Office purchases.

- There are many items that you need to purchase and stock. If the item is used ONLY for a certain Department, then that Department should order the item.
- Some items I always purchased:
 - Sheet Protectors
 - Transparencies
 - 9 ½ x 12 ½ Clasp Brown Catalog Envelopes (for Evaluations)
 - Labels (for Evaluations ONLY)
 - 3 Ring Binders, Black and White, ½”, 1”, 1 ½”, 2”, and 3”
 - VHS Tapes – 30, 60, 90, 120, and 160 minutes long
 - Cassette Tapes – 30, 60, 90, 120, and 160 minutes long
 - Poster Board – White and Other Colors
 - 67# Vellum Card Stock – White and Colors
 - Plastic Frames
 - Toner – ONLY for Media Center Printers
 - Shipping Tape
 - Index Divider Tabs – For Books you copy
 - Laminate – For both Laminators in Media Center

There are many other items that need to be purchased. Also, there is special paper required for certain jobs: GTC Applications, Faculty Applications, etc. You should be able to look back in files and see where it was purchased from (Probably from Quill).

Instructors and Departments will come and ask you for different things – this has nothing to do with copying, they just need it. There is a Supply Log to help you keep up with where your supplies are going. It is a small White 3-ring Binder on Desk.

There are several Files in Drawer – Labeled Supplies – These may help.

Use your Purchasing Card to pay for this.

COPYING OF VHS AND CASSETTE TAPES

- The small TV/VCR in the Media Storage Room is used to duplicate VHS Tapes.
- Master Tape goes in the VCR on the bottom shelf and Blank Tape goes in the TV
- (This is clearly marked). Read instructions if needed.
- The Telex Copyette on the top shelf of the book case is used for copying cassette tapes.
- It will copy 3 tapes at a time – both sides. Read instructions for operating procedures.

KEYS

You have many keys to many different things. You must keep up with what you have and what you get. When any key locks are changed – Old keys should be turned into Scott Floyd in Maintenance. Put New Key in lock box, give one to David Bunnell and on to the Library. There is a File in Drawer – Labeled, Key List.

COPY CARD SYSTEM AND TOTALS

- All Full-Time Faculty are assigned a Copy Card with a # to make copies with.
- As they are hired – Give them a Copy of the Copy Card Policies and Procedures Form and have them sign the Copy Card Sign Out Form. If the card is lost, fill out the Lost/Stolen Copy Card Form and then issue them a New Card.
- All Forms are in Master Copy Book and on disk. See File Drawer, Labeled – Copy No.
- Follow previous Copy Card Forms in the Copy Machine Card System, Black 3-ring binder on the desk.
- Read in the Copier Manuel Book on how to set limits for cards on the copiers. Also look in File – Labeled Copy Card Totals – There is a Copy Limits List with the Numbers and Whom they belong to, along with the Department – This is on disk. Update this list as new Copy Card Numbers are assigned and given out.
- Part-Time Faculty uses Adjunct Faculty Cards in Box.
- As Part-Time Faculty use the Adjunct Cards they sign it out on the Sign Out Form, located on the clipboard beside the fax machine. This is to help you keep track of who has used them. Also, if one of the cards comes up missing, you can easily track who used it last.

COPY CARD TOTALS (Samples Included)

- About 1 or 2 days before the new quarter begins a you should pull up Copy Card Totals for each card on both copiers. Read in Copier Manuel how to do this. This lets you know how many copies each card is making and the total of all copies. Put this in report form and give to David Bunnell and Dr. Arnorld.
- See File in Drawer, Labeled – Copy Card Totals to help you. This is on disk to easily be updated each quarter.
- After totals have been copied down, each machine should be cleared, so that total number of copies for each card is back to 0 again.
- This is done at the beginning of each quarter.

BUDGET

MONTHLY PURCHASE LOG AND BANK STATEMENT (Sample Included)

As you purchase supplies and paper you should keep a Monthly Purchase Log so that at any given time you know what has been spent, what you have purchased, and when it will be coming in. Every month you will get a Bank Statement (around the first of the month). Your Purchase Log should coincide with your bank statement.

On Each Purchase Made Be Sure To Get A Invoice (If you don't receive one with your purchase, be sure to follow up on getting an invoice within a few days of receiving purchase).

You must turn in the Original Invoice with your reconciled Bank Statement. Be sure to copy ENTIRE Bank Statement for your records before turning it in to the Business Office (Copy Summary, Bank Statement and all Invoices). See File Drawer Labeled – Completed Bank Statements / Activity Logs, and Credit Card Summary. This is on disk Labeled – Budget.

David Bunnell has the Report Binder with previous Purchase Logs and the Running Budget in it.

RUNNING BUDGET (Sample Included)

- This is a running total of the Media Center Budget for the Fiscal Year.
- Update each month – usually at the same time you are doing your Bank Statement.
- This Running Budget lets you know what funds you have to operate on in your Media Center Account.
- This is an up to date accurate account of all monies.
- This is on the same disk as above – Budget.
- This is kept in the same Report Binder with the previous Purchase Logs (As mentioned above).
- The Director of Learning Resources has this in his office.

BUSINESS OFFICE BUDGET:

- This will also be given to you each month on Green Bar Printer Paper from the Business Office.
- This is always one month behind (If you have just turned in May Bank Statement, your budget from the Business Office that month will be deducting your April Bank Statement that you turned in last month).
- This is where copies of your previous Bank Statements come in handy.
- There are a few things that will be automatically deducted each month from your budget, every month. One of these is Freight (UPS) and it will

vary from month to month, depending on what has been shipped out that month.

- There are other things that will be deducted automatically such as the Maintenance Agreement on the copiers and other miscellaneous items that will vary from month to month.
- This budget is the only place to monitor what is taken out of the Media Budget.
- Any Purchase Orders that you may have to get will also be automatically deducted. On the Running Budget the last two columns are 1) B/S (which stands for Cleared Bank Statement), you will mark this column as it clears your Bank Statement and 2) the last column C/B (which stands for Cleared Budget), you will mark this column when it is on your Green Bar Budget from the Business Office and has been deducted from your total budget.
- This is kept in a large blue Printout Binder.
- The Director of Learning Resources has this in his office.

PHONE

- To get Voice Mail Messages: Dial 3446
- When ask for password – Dial MEDIA (63342)
- Follow Directions to Change Name for Voice Mail and Message

EVALUATIONS

- These are done every quarter.
- Evaluation Forms are printed on the Laser Printer (They CAN NOT be copied on the Copy Machine due to distortion).
- Print on 24# Strathmore Wove Paper ONLY – order from Hensleys (Bond paper is to light weight and will not go through the Scantron machine).
- Use the Old computer to print and scan the Evaluations.
- Follow the Scantron Directions attached.

Use Regular Evaluation Forms for:

All Developmental Classes	Law Enforcement
Math	Early Childhood
English	Biology
Psychology	Humanities
Computer	Accounting
Business Management / Marketing	

Use Technical Evaluation Forms for:

DDF – Drafting	MCH – Machine Tool
ACT – Air Conditioning	IMT – Industrial Maintenance
CAR – Carpentry	ELC – Electric
COS – Cosmetology	AUT - Automotive

Use Medical Evaluation Forms for:

EMS – Emergency Medical	RTT – Respiratory Therapy
AHS – Allied Health Services	MAS – Medical Assisting
PHL – Phlebotomy	SUR – Surgical Tech
RAD – Radiology Tech	NSG & NPT – Nursing

Use Lab Assistant Evaluation Forms for: All Lab Assistants

Use Rad Tech Clinical Site Evaluation Form ONLY for Rad Tech Clinical Classes. (This evaluation form will only be used for 2 classes each quarter) You will evaluate ONLY 2 classes for each Instructor teaching that quarter.

If they only teach 1 class then evaluate that class. Each class needs 25 evaluations forms in the Envelope – except for Cosmetology they need at least 30 evaluations forms in their packet.

It will take about 1 week to print the above forms. Begin by printing Regular Evaluation Forms – When there are approximately 150 envelopes of 25 forms in each envelope, start printing the next Evaluation Form (Technical, Medical, etc.).

You will need approximately 150 Regular Evaluation Packets, 50 Technical Evaluation Packets, 50 Medical Evaluation Packets, 20 Lab Assistant Evaluation Packets, and 6 Rad Tech Clinical Site Evaluation Packets. (Any packets that are left over after selecting classes to evaluate will be used next quarter).

Be sure to put an Instruction Sheet into each packet.

SEE FILE IN DRAWER – LABELED FACULTY EVAL DONE – THE MAIN FORM TO KEEP UP WITH EVALS GIVEN OUT AND RETURNED IS ON DISK.

SEE SCANTRON DIRECTIONS ATTACHED TO PRINT AND SCAN FORMS.

Extra Packets that are made up are kept in the 2-door cabinet under the fax.

After Printing Evaluation Forms and making Packets the next step is to select the classes to be evaluated. Again 2 classes for each Instructor will be evaluated. If only one class is taught then evaluate that class. Select one day and one evening on opposite days (example Mrs. Colvin might teach 4 classes I would do ENG 112 M/W 8:00 – 10:05 Day and then ENG 111 T/TH 5:45 – 7:15 Evening) (See Faculty Evals Done).

On the packet I used 2” x 4” Shipping Labels to put this information (See Evaluations from Last Quarter Under Desk for Help): 1) Instructor Name; 2) Class; 3) Days of Week of Class; 4) Time; 5) Day or Evening; and 6) Type of

Evaluation / Regular, Technical, Medical, Lab Assistant (This is on here for when you start scanning evaluations).

Evaluations are to be given out 2 weeks before the quarter ends. As they are returned from the Instructor, I would look through them and note on outside of envelopes if there were comments. If there are comments, read them, if there are any derogatory comments, write on the outside of the envelope to KEEP. (Comments will be typed later and this keeps you from looking through them twice). At the same time pull out any un-used Evaluation forms. KEEP ALL EVALUATIONS IN ALPHA ORDER. As you get 25 of 1 form, make up a packet for next quarter.

Your next step will be to type the comments and print 2 copies of each. The last step is to Scan (Follow directions attached for scanning). Evaluations will be kept until the next quarter – The ones that have derogatory comments that you wrote “Keep” on the outside will be given to Academic Affairs to be filed in that Instructors permanent file. All others will be shredded.

SCANTRON DIRECTIONS

- On old computer, Turn On
- On Desktop Double Click on Pulse Survey II icon
- The Category SURVEYS comes up and you will see a lot of different surveys
- Double Click on the type of Survey that you wanting to print or scan:
 - Regular Evaluations
 - Technical Evaluations
 - Medical Evaluations
 - Lab Assistant Evaluations
 - Clinical Site Evaluations
- This will open that Evaluation.

TO PRINT EVALUATIONS

- Click on File / Print
- Select HP C LaserJet 4500
- Click 50 Copies (or whatever amount)
- *Be Sure that 24 #Strathmore Wove Paper is Loaded in Printer*
- When Finished Printing – Click File / Close

TO SCAN EVALUATIONS

- Click on File / Close
- Click into the Category of Administrations
- **ON THE FIRST EVALUATIONS SCANNED (REGULAR, TECHNICAL, MEDICAL, LAB ASST.)**
- **UNDER THIS CATEGORY THE FILE MUST BE MODIFIED TO UPDATE QUARTER AND DATE!**
- Click File / Modify
- Change Administration Title – To New Quarter and
- Change Administration Date – To Last Day of the Quarter
- Then Click OK -- *This will change the Title and Date in Highlighted Area*
- After the above is done the first time you do not need to change again until next quarter
- To Continue, Double Click on Highlighted Area (*had previous Quarter & Date – now has new Quarter and Date*)
- Click on Edit / Delete All
- It will ask are you sure – Click Yes
- Click on Data / OMR Scan
- **AT THIS POINT – BE SURE Scantron Machine is Turned On (Button on Back)**

- Push Black Lever Up (*Beside LCD on Right Bottom*) – this will lower tray to load forms Load Completed Evaluations, Face Up/ Top towards inside machine /timing lines on bottom
- Push Black Lever Down (*Same Lever as Above*) – this will raise tray to feed forms through
- When Forms are loaded – Click YES
- When Scanning is complete Push Blue Button Down Hard – End of Batch
- (*The Screen will prompt you to do this*)
- Click File / Close
- Next Click into the Category of Reports
- Click File / Delete File
- It will ask are you sure – Click Yes
- Click File / New
- Type in Name and Class (*example B. J. Cook / ENG 112*)
- Tab over Report Date (*This will always change to date scanned*)
- At Report Description Type in Quarter and Year (*example Winter 2002*)
- Click OK
- This will bring you to a new Screen under Reports
- Click File / Print
- Select HP C LaserJet 4500
- Print 2 Copies
- Click Print
- After Printing
- Click File / Close
- Attached Typed Comments to the back of each Report

If the next evaluation to scan is the same type of survey (*Regular, Technical, Medical*) as that you have just done then Click into the Category Administrations and continue to follow steps from there.

If the next evaluation to scan is a different type of survey (*Regular, Technical, Medical*) as that you have just done. Then Click into the Category Surveys and continue to follow steps from thereafter all Evaluations are scanned give both copies to Dr. Sherry Williams.